brother.
at your side

Difficulty printing from your PC can occur for various reasons. The most common reason a networked Brother machine may stop printing, is because the connection between the computer and the Brother machine is lost. This can occur as a result of wrong settings or configuration of the printer driver. There are several basic troubleshooting steps you can take to resolve this issue.

Ensure that you are logged in with Admin rights. For troubleshooting purposes, disable any firewall programs that are running. Once you are able to print, enable your firewall again.

PART 1: VERIFY THE BROTHER MACHINE IS POWERED ON AND THERE ARE NO ERRORS

1. If the LCD screen is blank, then the Brother machine is not powered on. Verify that it is plugged into a working outlet and any power switches are turned to the ON position.

2. Check the LCD screen for any error messages. An example would be -Paper Jam- or -Ink/Toner Empty-. If the LCD screen shows an error, troubleshoot to clear the issue indicated.

PART 2: CYCLE THE POWER TO THE BROTHER MACHINE AND ATTEMPT A TEST PRINT

1. Turn off the Power to the Brother machine. Note: Depending on your model, you may have to disconnect the power cord from the receptacle.

2. Leave the power off for 15 seconds then turn the Brother machine back on.

3. On the computer, click on WINDOWS/START

4. In the Start Search line type: CONTROL PRINTERS and press ENTER. (Note: There are other acceptable ways to enter the Printers folder).

5. Right-click on the Brother machine and select PROPERTIES. If the driver is not installed, continue to **PART 10**.

6. On the GENERAL TAB, click the PRINT TEST PAGE button. If the test page prints, continue to **PART 3**. If the test page does not print, go to **PART 4**.

PART 3: VERIFY THE MACHINE'S FIRMWARE VERSION

1. Press the * and # (asterisk and pound) buttons simultaneously.

2. The firmware version is displayed on the on upper left corner of the LCD panel.

3. The letter showing in the first or second location from the left represents the firmware version of the unit.

4. Verify that the machine's firmware version is at least:
   a. MFC8870DW: Version F

5. If the firmware version is not at least the specified version, update the firmware, and log this call with call code YA89. For firmware instructions, refer to the solution:
   a. MFC8870DW: [How do I update the firmware of my Brother machine using Windows](#)?

PART 4: VERIFY THE CONNECTION TO THE WIRELESS ROUTER OR ACCESS POINT

1. Verify that there is no Ethernet cable connected between the Brother machine and the router or access point.

2. Press **MENU, 6 (LAN), 2 (WLAN), 3 (WLAN STATUS), 1 (STATUS)**

3. Ensure that the Brother machine has an active wireless connection. If the connection is not active, please refer to the solution:

a. How do I install the in-box drivers provided with Windows Vista using a wireless network connection? Click Here

b. How do I download and install the full driver and software package for Vista using a wireless network connection? Click Here

PART 5: VERIFY THAT THE PRINTER DRIVER IS INSTALLED

1. On the computer click **WINDOWS/START**.

2. In the Start Search line type**: CONTROL PRINTERS** and press **ENTER**.

3. Verify that the Brother printer is in the list. If the Brother printer is listed, continue to **PART 6**. If the Brother printer is not listed, the driver may not be installed properly. Go to **PART 10**.

PART 6: VERIFY THAT THE BROTHER PRINTER IS SET AS DEFAULT

This is especially important if you use the print icon to print from within applications. If the Brother printer is set as the default printer, it will have a check mark in front of the icon. To set your Brother machine as the default printer, **RIGHT CLICK** on the Brother printer and select **SET AS DEFAULT (PRINTER).**

PART 7: VERIFY THAT THE PRINTER STATUS IS READY AND THE PRINT QUEUE IS EMPTY

1. Click on **WINDOWS/START**

2. In the Start Search line, type: **CONTROL PRINTERS** and press **ENTER**.

3. Locate the Brother printer in the list and hover your mouse over the Brother Printer icon. Below is an example of what you may see:

    Printer Status: Ready (Could also state: OFFLINE or PAUSED-OFFLINE)
    Documents: 0 (Could be any number)

4. If there are any documents waiting in the queue, right-click on the Brother Printer and select **CANCEL ALL DOCUMENTS**.

5. If the status states: **OFFLINE**, right-click on the Brother Printer and check **USE PRINTER ONLINE**.

6. If the status states: **PAUSED**, right-click on the Brother Printer and check **RESUME PRINTING**.

PART 8: ATTEMPT A TEST PRINT

1. Attempt to print a test page to determine if the issue has been resolved.

2. While in the Printers folder, right click on the Brother driver and left click on **PROPERTIES**.

3. On the GENERAL TAB, Click **PRINT TEST PAGE**. If the test page prints, then the issue is resolved. If the test page does not print, click OK and close the **PRINTER PROPERTIES** window and continue to the next step.

4. Right click on the printer, then left click on CANCEL ALL DOCUMENTS. Once the documents are cleared, continue to **PART 9** to verify the driver port.

PART 9: CONFIGURE THE DRIVER PORT SETTINGS:

1. Print the Network Configuration report:

   a. On the Brother machine press **MENU**
   b. Press **5 (PRINT REPORTS)**
   c. Press **6 (NETWORK CONFIG)**
   d. Press **START**. A network configuration report will print. Locate the IP address of your Brother machine on this list. It will be displayed as XXX.XXX.XXX.XXX.

2. Obtain the computer's IP Address:

   a. Press the **WINDOWS/START** button.
   b. In the Start Search line type **CMD** and press **ENTER**.
   c. On the command prompt line type **IPCONFIG** and press **ENTER**
   d. Locate the line labeled IPv4 Address and note the IP address of the PC. If you do not receive an IP address, this indicates that there is a problem with your computer's network connection. Try restarting the computer, and completing PART 9 again. If you still do not receive an IP address contact your router manufacturer or network administrator for support.

3. PING the Brother machine:

   a. Press the **WINDOWS/START** button.
   b. In the Start Search line type **CMD** and press **ENTER**.
   c. Type: **PING** xxx.xxx.xxx.xxx (Where xxx.xxx.xxx.xxx is the Brother machine's IP Address noted in PART 9-1.)
   d. Press **ENTER** on your keyboard. The computer will ping, or try to communicate, with the Brother machine. When completed, you will receive the **PING STATISTICS**.
   e. If the number of packets sent DOES NOT equal the number of packets received, then there is a communication problem between the Brother machine and the Computer. Attempt to reestablish communication by completing the following steps:

     i. Set boot method to Auto. This is necessary so that the Brother machine can attempt to obtain a valid IP address from your router or access point.
     ii. On the Brother machine press **MENU**
     iii. Press **6 (LAN**).
     iv. Press **2 (WLAN)**
     v. Press **1 (TCP/IP)**
     vi. Press **1 (BOOT METHOD)**
     vii. Scroll with the up or down arrow to **AUTO** and press **OK**. The LCD should display **ACCEPTED** for a few seconds. Then press **STOP/EXIT** to return to the main LCD screen.
     viii. Turn off the Brother machine, wait approximately 30 seconds and power the machine back on. Complete **PART 9** again.

   f. If the number of packets sent equals the number of packets received, then this indicates there is communication between the Brother machine and the Computer. Continue to the next step.
   g. On the command prompt line type: **CONTROL PRINTERS**. Press **ENTER** on your keyboard. The Printers folder will open.
   h. Right click on the Brother driver and left click on **PROPERTIES**. The Brother printer driver properties screen will now appear.

4. Click the PORTS tab.

   a. You will see a list of the available communication ports on your PC (Ex: LPT1:, LPT2:, COM1:, ETC) Scroll down the list and you will see the current network port of your printer. Click on **CONFIGURE PORT**.
   b. When the **CONFIGURE PORT** screen appears compare the IP address or Node Name with the IP address or Node Name listed on the network configuration page printed in PART 9-1. If you receive an error and cannot configure the port, close the error and continue to STEP 4-k.

c. If the IP address or Node Name is different continue to the next step. If the IP address or node name is not different this issue is likely caused by other connectivity problems or machine errors. Continue to **PART 10** to reinstall the drivers.

d. In the **PRINTER NAME OR IP ADDRESS** area enter the IP address or Node Name listed on the network configuration page.

e. Click OK and this will return you back to the **PRINTER PROPERTIES** page.

f. Click on the **GENERAL TAB**.

g. Click **PRINT TEST PAGE**.

h. A test page should now print correctly. If the test page does not print, click **OK** and close the **PRINTER PROPERTIES** window. Right click on the printer, then left click on **CANCEL ALL DOCUMENTS**.

i. Right click on the Brother driver and left click on **PROPERTIES**. The Brother printer driver properties screen will now appear.

j. Click the **PORTS** Tab.

k. Click **ADD PORT**.

l. Choose **STANDARD TCP/IP PORT** then click **NEW PORT**. The Standard TCP/IP Printer Port Wizard will appear.

m. Click **NEXT**.

n. In the field labeled **PRINTER NAME OR IP ADDRESS**, type the IP address of your Brother machine from the Network Configuration sheet you printed in **PART 9-1**. Click **NEXT**.

o. A screen will appear with information about your Brother machine. The adapter type should state: Brother Print Server (**Note: it may be worded differently, but it should indicate communication with the Brother machine**). Click **FINISH**.

p. Click **CLOSE**.

q. Click **APPLY**. Click the **GENERAL TAB**.

r. Click **PRINT TEST PAGE** then click **OK**. A test page should now print correctly. If the test page does not print, close the **PRINTER PROPERTIES** window. Right click on the printer, then left click on **CANCEL ALL DOCUMENTS**. Continue to **PART 10** to reinstall the drivers.

PART 10: UNINSTALL AND REINSTALL THE BROTHER DRIVERS

There may be a problem with incomplete, or improper driver installation. To resolve this issue you may need to uninstall and reinstall the drivers. Please refer to one of the following steps depending on which type of drivers you originally installed.

1. If you installed the Full Driver and Software Package:

    a. Click **WINDOWS/START -> ALL PROGRAMS -> BROTHER -> UNINSTALL**

    b. If asked to grant permission, click **CONTINUE**.

    c. A Brother MFL-PRO Uninstaller will appear. Click **OK**. The un-installation will begin.

    d. Once the software has been uninstalled, choose Yes, I want to restart my computer now and click **FINISH**.

    e. Once the computer restarts, you can reinstall the software. To reinstallation instructions refer to the solution: How do I download and install the full driver and software package for Vista using a wireless network connection?

2. If you installed inbox drivers only complete the following steps:

    a. On the computer click **WINDOWS/START**.

    b. In the Start Search line type**: CONTROL PRINTERS** and press **ENTER**.

    c. Right click on the Brother driver and select **DELETE**.

    d. When asked to confirm deletion, click **YES**.

    e. For reinstallation instructions, refer to the solution: How do I install the in-box drivers provided with Windows Vista using a wireless network connection?

These steps will help determine if the issue is specific to this computer. If you can print from other computers, then contact your computer manufacturer or network administrator for assistance troubleshooting this specific computer.